



Elysium Training

Complaints Policy & Procedure

Statement of Intent

The aim of Elysium Training is to provide a supportive working and learning environment to enable all to achieve their goals. We strive to provide the high-quality services and to be responsive to concerns or complaints from any of our customers; whether they are of a teaching or service-related nature. Both negative and positive feedback is recognised as a valuable resource to enable us to improve the quality of our services and provision.

In order that Elysium Training can learn and improve through complaints; accurate and complete records of all complaints received, resulting correspondence, interviews and actions taken will be kept. A report on complaints received and their outcomes will be submitted to the board on a quarterly basis. Complaints relating to issues with a direct impact on apprentices' and employers experience will be passed to the Managing Director for consideration immediately to help to improve customer service throughout the business. Effectiveness of the complaint's procedure will be evaluated on an annual basis by the Managing Director.

The purpose of this complaint's procedure is to enable anyone interacting with Elysium Training to raise matters of concern about our services or provision so that they can be investigated and resolved in the clearest and fairest way possible.

What is a complaint?

The complaints procedure covers any expression of dissatisfaction or concern about:

- Provisions of Elysium Training that affects customers (applicants, apprentices, employers, stakeholders)
- Actions or lack of actions by Elysium Training or its staff
- Standards of service, courses or facilities provided by Elysium Training

The procedure does not cover the following:

- Matters covered by separate policies or procedures, including Appeals Procedure, Equal Opportunities, Grievance procedure
- Judgement about individual apprentices' performance or awarding organisation assessment decisions
- Requests for new services or provision

This procedure is for use by any existing or prospective apprentices, employer or customer who seeks or receives a service from us. It also extends to anyone who may be directly affected by our services or activities.

Confidentiality and Support

All complaints will be treated seriously, handled sensitively and with due consideration to all parties involved. In line with our equal opportunities policy, all complainants will be treated fairly and not suffer any recrimination or disadvantage as a result of making a complaint. Any person named in a complaint, however, will be informed and have a right of reply as part of the investigative process.

Complaints must be made by complainants themselves, however we recognise that some learners and vulnerable adults may have difficulties with this and so encourage them to use whatever assistance is required from a third party to make their complaint effectively.

Stage 1 - Informal

The complaint should be resolved early and quickly, preferably keeping it as close to the source of the problem as possible and dealing with it by informal means. By encouraging complainants to come forward with concerns at an early stage, matters can be discussed, and any misunderstandings resolved by telephone conversation, face to face meeting, email, or letter to the appropriate person.

- Informal complaints will be responded to by the appropriate person within 5 days' receipt of the complaint.
- If the problem is not resolved satisfactorily at this stage, complainants should raise the matter with the Learning and Development Manager. They will make enquiries and report back to the complainant on the outcome.

Stage 2 - Formal

Elysium Training recognises that informal mechanisms may not resolve all complaints and that some complaints may be too serious or sensitive to be dealt with by raising the issue directly with the member of staff involved. In these circumstances, the formal complaints procedure should be used.

- A formal complaint should be submitted to the Managing Director
- The statement of complaint should be as thorough and complete as possible and include any supporting documentation
- The Managing Director will acknowledge receipt of the complaint in writing within 48 hours
- The complaint will be investigated within 14 days working days of receipt and the findings recorded
- The complainant will receive confirmation of the outcome of investigation

If the complainant is not satisfied with the response received in Stage 2, the complaint may be taken to Stage 3 of the procedure.

Stage 3 - Appeal

A copy of the complaint (with any supporting evidence) should be sent to the Non-Executive Director within 14 days of receiving the Stage 2 response. The Non-Executive Director will hear the complaint and review the evidence. The Non-Executive Director will investigate the complaint, including all documentary evidence.

- The Non-Executive Director may seek to resolve the complaint based on the documentary evidence alone
- Following investigation, a written response will be produced detailing whether the complaint is upheld or not and detailing action(s) necessary to resolve the issue
- The decision of the Non-Executive Director is final